

**Questions for New Hampshire Department of Corrections  
RFP # NHDOC 06-19-GFDFS  
Offender Electronic Monitoring System (EM)**

1. Page 2 Section I Paragraph 1.3:  
What have been the population trends for the program? What was the average count for the past year for Radio Frequency Monitoring and GPS?  
**Answer – approx. 45 +/- are on EM**
2. Page 2 Section I Paragraph 1.3:  
The RFP states that the DOC anticipates an increase in the number of offenders participating in the Program. How quickly will the program grow and how many offenders does the DOC expect the program to increase to?  
**Answer – The program will grow incrementally over time. We cannot give exact number of projected increase**
3. Page 2 Section I #1 Paragraph 1.4:  
What is the current procedure for installation of offenders on the program? What is the staffing pattern for the current provider? How many hours a week is the vendors' staff working to complete the work? Is the vendor required to obtain office space or will the installations be done at DOC's Field Services Offices throughout the State?  
**Answer – Vendor applies the bracelet on the offender, sends them home with the equipment, and makes all follow through contact to ensure it is functional.**  
**The number of hours per week is unknown.**  
**The vendor has their own office space**
4. Page 2 Section I #1 Paragraph 1.4:  
Does the current vendor install the equipment in the client's home or are they instructed in the office and given the equipment to install themselves?  
**Answer – They are instructed in the office and given equipment to install**
5. Page 2 Section I #1 Paragraph 1.4:  
Once a client has been assigned to the EM program, how long does the vendor have to install the equipment?  
**Answer – The release is scheduled for the day the equipment is installed**
6. Page 2 Section I #1 Paragraph 1.4:  
How many new installs and de-installs were processed over the past year? Is the number of installs/de-installs relatively constant on a monthly basis? What is the average stay on the program?  
**Answer – There were approximately 10+/- installs/de-installs monthly.**  
**The average stay in the program is approximately 6-8 months.**

7. Page 2 Section I #1 Paragraph 1.4:  
Is the NHDOC currently providing office space for the current vendor to conduct installations and collect fees? Do fees need to be collected in person or can they be mailed to vendor?  
**Answer – No; fees can be mailed to vendor**
8. Page 13 Section A #1 and Page 15 Section B #3 Paragraph g:  
What are the current procedures for alert notification?  
**Answer – Alerts go directly to the Concord State Prison control room who forwards them to the appropriate staff**
9. Page 14 Section A #12:  
What is the rate of lost and damaged pieces of equipment? What is the collection rate for lost and damaged equipment? Will the DOC help in the collection of restitution for lost and damaged equipment? What is the current procedure for collection of the cost of lost and damaged equipment?  
**Answer – Unknown but minimal**  
**Unknown; DOC will encourage offender compliance with financial obligation but does not collect restitution for lost or damaged equipment.**  
**The current procedure is for vendor to pursue collection**
10. Page 18 Section D #1 and # 2:  
What is the current procedure for non-payment by an offender? What is the DOC's policy in helping with the collection of payments? What are the escalation procedures currently in place for those clients who refuse to pay the daily fees? Please describe the procedures for removing a client from electronic monitoring for non-payment. How many clients have been removed from the program for non-payment over the term of the current contract?  
**Answer – The vendor notifies PPO who will attempt to assist with compliance.**  
**If offender does not pay he/she may be returned to custody. DOC staff will attempt to encourage compliance.**  
**Unknown how many have been removed but it is minimal**
11. Page 18 Exhibit A Section D # 1 and # 2:  
Could you estimate the percentage of offenders who fail to comply with the payment program? What is the collection rate?  
**Answer – The estimate would be less the 3%**
12. Page 19 Exhibit B # 6:  
What is the DOC's procedure for determining whether an offender is indigent? How many indigent offenders have been placed on the program over term of current contract?  
**Answer – Inability to pay.**  
**We have used most indigent units available to us**

General:

1. Should the NHDOC award the contract to a provider other than the incumbent, what is the plan for transition of cases to the new provider following the implementation date?  
**Answer -DOC will provide offender schedule /data to new vendor and coordinate a transition**
2. Does the State have a plan for transferring existing cases and their status to a new provider? If so, can you provide a brief summary of the steps and your expectations?  
**Answer – We will provide the existing schedules/offender addresses to the vendor for hookup. We would expect a timely transition; otherwise the offender may have to be removed from the community.**
3. Are the regular scheduled meetings with NHDOC management provided to discuss performance, collection of fees, lost and damaged equipment issues?  
**Answer – The vendor maintains regular contact regarding problems or issues.**
4. Will the contract provide for other State Agencies and NH Counties to piggyback off the contract? Are there any counties currently piggybacking off the state contract? If yes, please provide a list of which Counties?  
**Answer – No, the contract is just for NH DOC. The vendor may seek affiliation with other state agencies or counties.**